

Legal Needs Assessment Survey for HIV/AIDS Clients

Introduction: Insights from Our Community

In our goal to reshape and restructure our Legal Services Program, we decided it would be best to have community inform what direction to take with our program. With that question in mind, we conducted two targeted surveys to better understand the legal needs within the HIV+ community that we serve. The first survey engaged healthcare providers and AIDS Service Organizations (ASOs), while the second gathered input from our clients through various outreach efforts, including our program's tabling events and targeted outreach collaborations with community partners.

From these efforts, we received 19 responses from providers and ASOs, and 50 from clients, predominantly cisgender males with an average age of 50, primarily respondents identified as white and Black. These insights are crucial in shaping our services and strategies moving forward.

Top Legal Issues: Survey Responses

Client Responses

Based on your personal experience, what are the three most pressing HIV-related legal issues you've faced?

- 1 Discrimination
- 2 Social Security
- 3 Housing
- 4 Criminal Justice



Provider/ASO Responses

5. What are the three most common legal issues you've observed among the HIV/AIDS clients your organizatio...

Housing

Immigration

Social Security

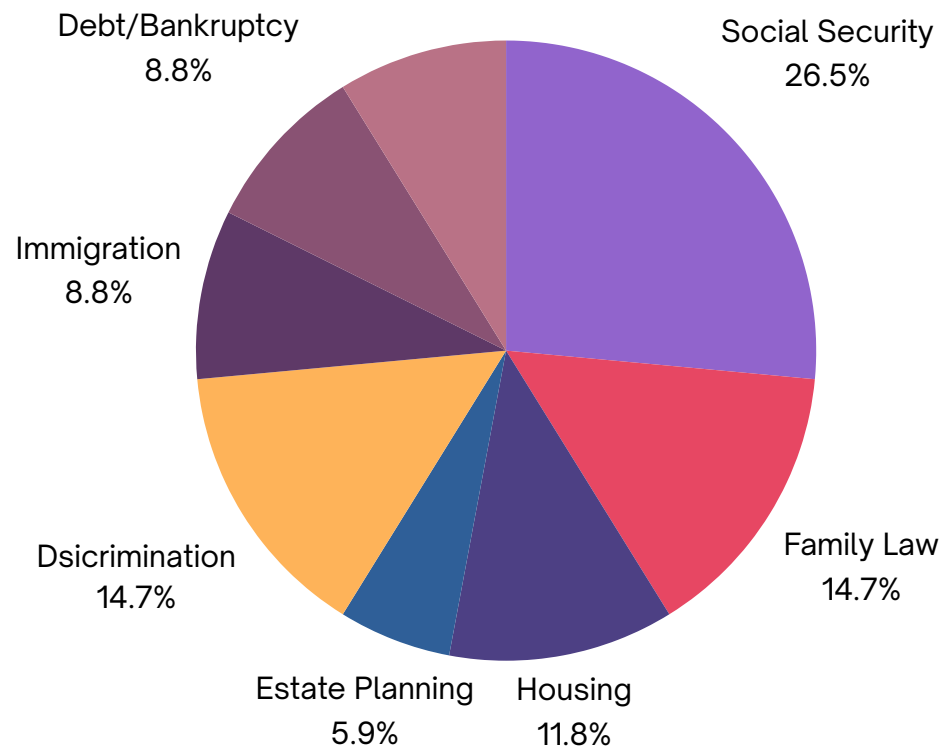
Criminal Justice

Discrimination

Estate Planning



How Does This Compare to Direct Inquiries and Referrals Received?



Data compiled as of 9/23

Community Feedback Highlights

Our community has spoken, and their feedback is invaluable for improving our services. Here are the key takeaways from our surveys:

- **Legal Support Needs:** Respondents emphasized the importance of assistance with social security appeals, discrimination, debt & bankruptcy relief, and end of life estate planning.
- **Accessibility and Convenience:** There's a clear need for more accessible services, including on-site walk-in hours for legal support and phone legal advice.
- **Education and Resources:** Clients and providers alike are asking for seminars and training sessions to better understand the services offered by our department.
- **Client-Centered Approach:** A strong desire for personalized care is evident, where individuals feel heard, can relate to their providers, and receive compassionate support, particularly concerning HIV/AIDS.
- **Transparent Communication:** The importance of transparent interactions with legal professionals who are knowledgeable and sensitive to client experiences is highlighted.

Current Initiatives

In response to the valuable input from our surveys, we have taken active steps to address the community's needs:

- **Issue Areas Addressed:**
 - Providing assistance with Social Security Disability applications and ensuring diligent follow-up.
 - Offering basic estate planning services to help clients prepare for the future.
 - Tackling debt-related issues with practical solutions and guidance.
 - Addressing cases of discrimination and advocating for clients' rights.
- **Enhancing Accessibility Through Referrals:**
 - Engaging in recruitment and informational events such as the All Gender Health Conference and the MN Bar Association's Pro Bono Fair to connect clients with specialized assistance.

Forward-Looking Plans

Building on our current efforts, we are committed to expanding our services to meet the evolving demands:

- **Improving Communication:**
 - Distributing comprehensive announcements to keep the community informed about available services and updates.
- **Expanding Service Availability:**
 - Introducing additional walk-in office hours to offer more flexibility and access to our services.
- **Community Engagement:**
 - Organizing town halls and public forums to discuss community issues and gather direct feedback.
- **Collaborative Outreach:**
 - Developing legal clinics in partnership with community organizations to provide tailored and accessible legal aid.